

Washington **Paid Family & Medical Leave**



Employment Security Department
WASHINGTON STATE

Advisory Committee Meeting
November 19, 2018



PRESENTATION OVERVIEW

Introductions

Approve October Meeting Minutes

Operations Update

Communications Update

Policy Update & Discussion

Technology Update

Open Comment

INTRODUCTIONS

- ▶ Advisory committee
- ▶ In-person attendees

(Note: We will use the conference call feature to identify who is on the phone rather than announce during meeting)

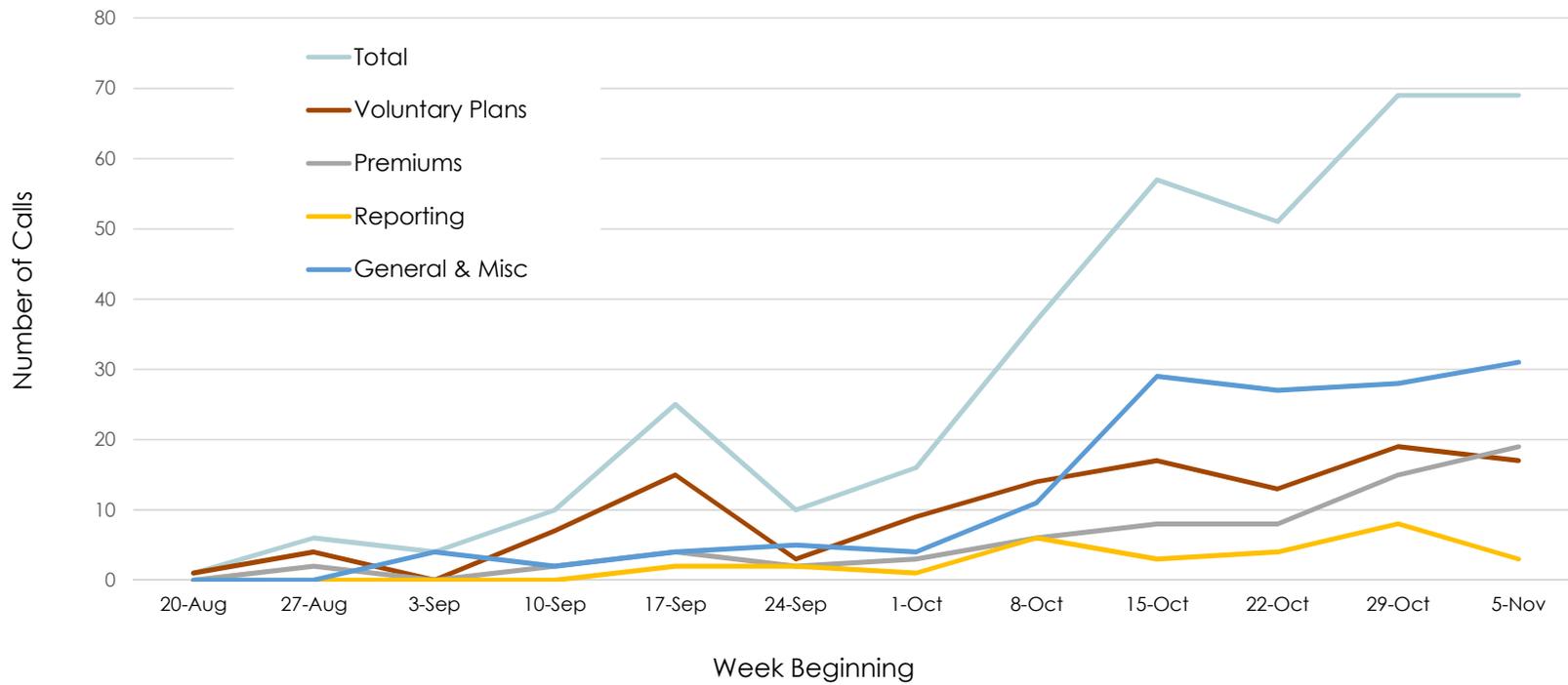
APPROVE OCTOBER MINUTES

▶ Discussion

OPERATIONS UPDATE

- ▶ Call Statistics
- ▶ Voluntary Plan Statistics & Best Practices

CUSTOMER CARE CALLS



VOLUNTARY PLAN APPLICATION- BEST PRACTICES

1. Read the Voluntary Plan Guide to prepare;
2. Identify the gaps in existing policy from the PFML program requirements;
3. Stipulate the leave entitlement specific to PFML;
4. Provide sufficient details for determination review;
5. Ensure definitions match those required under the law.

VOLUNTARY PLANS DASHBOARD

Voluntary Plans Received & Processed (as of 11/15)

| Application Received | | Payment Received | Processed | Approved | Average Processing Time |
|----------------------|------|------------------|-----------|----------|-------------------------|
| 49 | | 29 | 8 | 8 | 14 calendar days |
| Medical | Both | | | | |
| 7 | 42 | | | | |

Employers primary based in King County, but some from Spokane, Benton, Walla Walla, Clark, Skagit, Whitman, Yakima, and Snohomish Counties, and a few from companies based outside of Washington State.

COMMUNICATIONS UPDATE

- ▶ Webinars & Upcoming Events
 - ▶ 10 Webinars in Nov.
 - ▶ 6,291 #Registrants (TOTAL)
 - ▶ Statewide Outreach Events:
 - ▶ October: 55, November: 42

- ▶ Employer Letter
 - ▶ To be mailed about 2 weeks from approval
 - ▶ To be sent to all known employers
 - ▶ Will send another mailing to this list before Jan. 1

MESSAGE MAP

Sept.- October

Key messages

- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.

Delivery

Facebook (Ad set #1)
Radio (Ad set #1)
Digital Advertising (Ad set #1)
Print (Ad set #1)
Presentations
Forums
Mailer
Emails
Webinars
Toolkit
Customer Care Center

November

Key messages

- Prepare for premiums + key dates.
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.

Delivery

Facebook (Ad set #2 + video)
Radio (Ad set #2)
Digital Advertising (Ad set #2 + video)
Print (Ad set #2)
Presentations
Mailer
Emails
Earned media
Webinars
Customer Care Center

December

Key messages

- Are you ready for premiums?!
- All employers must participate, with few exceptions.
- Go to paidleave.wa.gov for details.

Delivery

Facebook (Ad set #3 including video)
Radio (Ad set #2)
Digital Advertising (Ad set #3 + video)
Print (Ad set #3)
Presentations
Mailer
Emails
Earned media
Webinars
Customer Care Center

Premium collection
Jan. 1, 2019



2018 Call to Action

- Go to paidleave.wa.gov for up-to-date-details
- Subscribe to our listserv & follow our social
 - Download & share the toolkit
 - Join our live webinars (Aug. – Dec.)

RULE MAKING ACTIVITIES

Phase 2 Employer requirements:

- ▶ **CR103 (adopted rules) filed November 2**
- ▶ Rules effective December 3

Phase 3 Benefit applications:

- ▶ **Draft 2 posted to engagement site November 2**
- ▶ CR102 to be filed January 3, 2019

Phase 4 Ongoing employee eligibility:

- ▶ **Stakeholder meeting November 27**
- ▶ Stakeholder meeting January 16, 2019

Phase 5 Job Protection, Benefit Overpayments:

- ▶ CR101 to be filed January 4, 2019
- ▶ Listening Session January 11, 2019

POLICY DISCUSSION

- ▶ Discussion of FMLA and Minimum Claim Duration

TECHNOLOGY UPDATE

FOR THE GOOD OF THE ORDER

- ▶ Open Comment

CONTINUE THE CONVERSATION

Carla Reyes

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